# **The CP Connection**

The Community Partner Newsletter Issue 6

September 2015





"Change will not come if we wait for some other person or some other time. We are the ones we've been waiting for. We are the change that we seek."

- Barack Obama

## **Greetings from the MHLA Program Office**

It is hard to believe that summer is coming to an end - I hope all of you got to take a little time off or at least enjoyed some weekend travel or adventures. This summer for us here at MHLA has been very busy – we have spent

much of the summer getting ready for Renewals. All those people who enrolled in October are already starting to renew – MHLA is almost 1 year old! This summer we are excited to start work with our newly created Renewals Committee (facilitated by consultant Adrian Nunez at Kenny and Company - he is funded by a Unihealth Grant). The committee includes MHLA and CCALAC staff as well as Arroyo Vista, Northeast Valley, St. Johns, Venice, Wilmington and Westside. Together we are working on coming up with strategies and best

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MHLA Fact Sheets are now available in seven (7) languages. See Page 3.

Read all about Renewals on Page 4.

practices to try and get as many participants to renew as possible. More on this on Page 4....

We have also spent a lot of our summer trying to get the new pharmacy network started. The pharmacy network will likely launch in January 2016 and will be a hybrid of licensed pharmacies and clinic dispensaries. This is new – clinics will be able to give prescription drugs to MHLA participants from their dispensaries, although it will be important for us to know every day what those drugs are.

I can't believe that MHLA is about to have its 1st birthday! This year has gone by so fast, but we have accomplished so much. I hope you got to enjoy some well deserved rest given all the hard work we have done together.

Amy Luftig Viste MHLA Director

### Clinic Spotlight: APLA Health & Wellness

By Mikel Wadewitz

When AIDS Project Los Angeles in these specific areas that affect a mobile dental facility are also part of tion's mission was essentially palliative—to ensure that a person's passing was full of compassionate and supportive friends, family, and volunteers. Over the course of the next 32 years, APLA expanded its mission to provide a comprehensive array of support programs and services for people living with HIV/AIDS and those at risk of acquiring HIV infection.

Like the virus and epidemic, however, APLA's mission has evolved with time. APLA Health & Wellness (APLAHW) was created in 2011 as APLA broadened its mission to bring comprehensive health care services to low-income LGBT people of color. This new, separate organization subsequently opened a center in Baldwin Hills that housed space for HIV testing, STD screening and treatment, mental health counseling, and prevention services.

That was just the beginning. The long -term plan for APLAHW was ambitious and tackled issues specific to the LGBT community. "We know that LGBT people face unique health challenges," APLAHW Chief Operating Officer Vallerie D. Wagner notes. "They often deal with stigma, discrimination, and rejection by families and communities. In addition, many medical providers don't adequately understand issues in the context of being LGBT, such as HIV/AIDS, mental illness, substance use, and sexual and physical violence."

While we see any patient who walks into our health centers, we specialize

(APLA) started in 1983, HIV was a LGBT populations and we're commit- APLA. death sentence, and the organiza- ted to improving their health outcomes."

While APLAHW and APLA operate as separate entities, there is no mistak-



To help achieve this. APLAHW applied for and received New Access Point grant funding from the federal Health Resources Services Administration-money made available by the Affordable Care Act. APLAHW is now recognized as a federally qualified health center (FQHC), and as such it provides primary medical and dental care, behavioral health services, HIV testing, PrEP counseling and management, STD screening/ treatment, HIV specialty care, and health education services.

The FQHC designation encompasses the brand-new Gleicher/Chen Health Center in Baldwin Hills, the Wilshire Dental Clinic in downtown L.A. and HIV Testing and Behavioral Health Services at The David Geffen Center in Mid-City. The S. Mark Taper Foundation Dental Clinic in South L.A. and

ing that APLAHW grew out of the foundation APLA laid in APLAHW still receives some funding from APLA, and the organizations share the same spirit of helping people in the LGBT community-both HIV-positive and HIV-negative. "We are very much kindred organizations," Wagner says. "Now, however, we have expanded our mission and extended our reach. We have the ability to really change lives and help our communities in ways we didn't think was possible even five years ago."

Mikel Wadewitz is Director of Communications at APLA Health & Wellness.

Gleicher/Chen Health Center 3743 S. La Brea Ave. Los Angeles, CA 90016 323.329.9900 www.aplahw.org

## My Health LA fact sheets are now available in seven languages!

The MHLA fact sheets have been translated into seven languages and are now available on the MHLA website.

At the beginning of summer, the MHLA Program Office conducted an analysis of the five most-used languages (after English & Spanish). These languages are: **Armenian**, Chinese, Korean, Tagalog and Thai.

The following fact sheets are located within the "For MHLA Participants" section of the website in seven languages:

- 1. What is MHLA?
- 2. How do I Enroll?
- 3. Income Guidelines (Federal Poverty Level table)

Please download and distribute these to your Participants as needed.

If you have any questions or comments, please do not hesitate to contact us. We appreciate your feedback.

Visit the MHLA website at: http:// dhs.lacounty.gov/ mhla



My Health LA (MHLA) My really by (Miles)

Gusto kong mag-enroll sa My Health LA (MHLA)! Ano and

#### ถ้าต้องการสมัครเข้าโครงการ My Health LA (MHLA)! ต้องทำอย่างไรบ้าง?

#### โครงการ My Health LA คืออะไร ว

Inson's My Health LA เป็นโครงการสุขภาพที่ไม่ต้องเสีย ทำใช้จะปิดๆ ส่วนรับผู้อยู่อะที่ยที่สาขาได้เมื่อในขอ ออลเยเบเรลย์ (Ico Angeles County) ที่ไม่มีประกันสุขภาพ -- MHLA เป็นโครงการที่ผู้เรียกรับสาขารสาขารกระบารกระบารกระบารกระบารกระบารกระบารกระบารกระบารกระบารกรับสาราสขาภาพที่สนในในในขนาย.

#### จะสมัดรอย่างไร?

ท่านจะสมัครเข้าร่วมโครงการ MHLA ได้โดยแวะไปที่ My Health LA Clinic ท่านสามารถค้นหาคลินิกใกล้บ้านท่านได้ โอภ

- โทรไปที่สุนย์บริการ MHLA Member Services ที่เบอร์ 1-844-744-6452 (MHLA) รับจับทร์ถึงสุกร์ตั้งแต่เวลา 8:00 17:00 น.
- แระบบเว็บไซต์ www.dhs.lacounty.gov/wps/portal/dhs mhla เพื่อดูแผนที่และรายชื่อคดีนิกของ MHLA. โทรไปที่คลิบิกส่วงหน้าเพื่อบัดหมายหรือเพื่อสมัครเข้า
- ท่านสามารถสมัครเป็นสมาชิกโครงการ My Health LA ได โดยไม่เสียค่าใช้จ่ายใดง!

#### ท่านจะพบกับสิ่งใดบ้าง?

- เจ้าหน้าที่ที่คลินิกจะสอบถามท่านอย่างละเอียดว่าท่านอาศัย อยูที่ใหน ขนาดครอบครัวของท่าน และรายใต้ของท่านหรือ บางที่อาจถามรายได้ของครอบครัวของท่านด้วย.
- ข้อมูลเหล่านี้จะถูกน่าไม่ใช่วีเคราะห์ว่าท่านมีสิทธิ์เข้าร่วม โครงการ MHLA หรือไม่.
- เราจะเก็บข่อมูลที่ท่านให้มาให้เป็นความลับ เราจะใช้ข้อมูล ดังกล่าวเพื่อโครงการ MHLA เท่านั้น.
- กระบวนการข้างดับจะใช้เวลาตั้งแต่ 15 นาทีถึง 1 ชั่วโมง ขึ้นอยู่กับว่าครอบครัวของท่านมีคบสมัครเข้าโครงการก็คเ

## ควรเอาอะไรมาบ้าง?

## ในการสมัครเข้า MHLA ขั้น ท่านต้องแสดงหลักฐานประจำตัว ของท่าน เพื่อยืนยันว่าท่านอาศัยอยู่ในนครสอสแอนเจลิสจริง พร้อมทั้งหลักฐานแสดงรายได้ของท่าน ตัวอย่างเช่น:

- หลักฐานว่าท่านเป็นใคร
- ใบขับชี่หรือบัดรประจำตัว
   บัดรผู้อยู่อาศัย (Resident Card)
   หนังสือเดิบทางหรือบัดรประจำดัวชาวต่างชาติ

- บัดรพร้อมรูปถ่ายอื่นๆ

#### หลักฐานที่แสดงว่าท่านอาศัยอยู่ในนครลอสแอนเจลิส

- ใบขับชี่หรือบัตรประจำดัวของรัฐแคลิฟอร์เนีย
- ใบเสร็จค่าสาธารณูปโภคที่มีอายุไม่เก็บ 60 วัน • จดหมายที่จ่าหบ้าถึงท่านที่มีอายุไม่เกิน 60 วัน
- หลักฐานเมื่อเร็วๆนี้อื่นๆที่แสดงว่าท่านอาศัยอยู่ในนคร ลอสแอนเจลิส

#### ข้อมูลเคี่ยวกับรายได้ของท่าน

- \* สำเนาของสลิปเงินเดือนในใหม่ล่าสุด (อายุใม่เกิน 45 วัน)
- ใบรับรองจากนายจ้างว่าท่านมีรายได้เท่าใหร่
- ใบแสดงภาษีเงินได้ของปีที่แล้ว
- ใบรับรองการไม่มีงานท่า ทหารผ่านศึก หรือผู้รับ สวัสดิการประกันสังคม ฯลฯ
- ข้อมูลเกี่ยวกับรายได้อื่นๆ



#### My Health LA 計劃是什麼?

My Health LA 是為沒有醫療保險的洛杉 磯縣低收入居民提供的一項免費醫療保 健計劃。

· 透過MHLA計劃,會員可在社區診所後得 由醫療保健棄者提供的持續、高品質的 醫療保健服務。

· My Health LA 使沒有保險的洛杉磯縣居 民獲得健康並保持健康

#### 誰符合 My Health LA?

My Health LA 為以下人士提供:

- ✓ 在洛杉磯縣居住
- ✔ 年滿六歲
- ✓滿足收入要求(見情況說明書背面)
- ✓ 沒有或不滿足健康保險
- My Health LA 並非健康保險——如果您 有健康保險,請不要放棄該保險!

## 我如何知道我是否符合要求?我該 到哪裡去註冊?



### 透過 My Health LA ,我能獲得的健康護理是什麼?

· My Health LA 成員可免費獲得基本的醫療護理·其中包括:

- ✔ 持續的基本預防性護理和健康篩檢
- ✔ 保健資訊和建議
- ✓ 由健康服務部 (Department of Health Services, DHS) 提供的專科護理
- ✓ 由DHS診所和醫院提供的住院和急救護理
- ✔ 處方樂
- ✓ 化驗服務和測試
- ✓ 其他相關健康護理服務

• My Health LA 成員可在洛杉磯縣境內的189家合約社區夥伴診所中的 任何一家接受護理

#### My Health LA 具有哪些優勢?

My Health LA 是以患者為中心的護理服務。成員將選擇一家醫療之家 lical Home)診所,並全年在那禮接受持續的護理。在My Health LA 計劃中您只能選擇一家醫療之家診所

✓ 在醫療之家診所,患者可由熟悉患者並瞭解其例史的初級保健醫 生或護土施行者診。

- My Health LA 成員可以選擇一家社區診所,並且可在該診所預約。

 你無需等到生病才接受醫療護理——您可以在您的醫療之家診所接受 免費體檢和預防性護理。

・您將獲得一張ID卡,以證明您是My Health LA 會員。

 您可在週一至週五上午8點至下午8點之間免費撥打會員服務禁止。代 理人會為您提供多種語言服務。

### Working together to renew MHLA applications

We have arrived at that time of the year when we have to start thinking about renewing MHLA applications for our very first program participants. As you all know, these participants must renew their application if they want to stay enrolled in MHLA.

There will be many patients who do not know they have to renew. The MHLA office needs your help to make sure that all of our participants are aware that they must renew their application or they will be disenrolled from the program, that they understand why renewal is important, and understand how and where to renew.

If a participant enrolled last fall, between August and October, it is time for them to renew. It may be helpful to remind your participants to consider the following when their time to renew approaches:

- 1. Renewing their application will provide peace of mind. Knowing that they have access to medical and health care services for 12 more months lets them focus on other parts of their lives.
- 2. Access to medicine: MHLA offers access to prescription medicines to prevent health problems and to improve their quality of life. Keeping their MHLA ensures that they continue to have access to these medicines when they need them.
- 3. Continuity with their health care: Remind them that their doctors and other health care providers are committed to their health. When they renew with MHLA, their medical home



clinic is able to provide them with ongoing, regular health care.

Additionally, you may find it appropriate to remind a participant that they can change their Medical Home during the renewal period. Some participants may have enrolled at a clinic far from their home – the renewal period is the best time for a participant to change their Medical Home for this kind of reason.

All MHLA participants will receive a reminder letter ninety (90) days before coverage ends. They can call their Medical Home clinic or MHLA Member Services at 1 (844) 744-6452 if they have any questions.

If you have questions about the renewal process, please contact your MHLA program advocate. They can answer your questions.

The MHLA Program Office in partnership with CCALAC has also put together a webinar on best practices for the renewal process. This will take place on **Tuesday, September 8th** (see next column for more information).

We hope this renewal period goes smoothly. We are excited for the second program year and we look forward to our continued collaboration with our MHLA partners! Thank you for all that you do!

Try the new find a clinic link for the MHLA website: http://

dhs.lacounty.gov/wps/portal/

dhs/mhla/findaclinic



My Health LA Program Office 1100 Corporate Center Drive, Suite 100 Monterey Park, California 91754

### Please join us for Renewal Best Practices Learning Session Webinar

**When?** Tuesday, September 8, 2015 1:00 pm – 2:00 pm

**Who?** Community Partners' Onee-App and Eligibility Leads, MHLA administrators, and CCALAC.

Why? This webinar intends to create a learning and sharing session on MHLA renewal best practices. The focus of the webinar is to share techniques and tools that can be adopted by all MHLA Community Partners to maximize our MHLA renewal efforts. Q & A session to follow the presentation.

How? An email was sent to all clinics with the link and phone number attached. If you did not receive it, please contact your MHLA program advocate or Amy Luftig Viste (aviste@dhs.lacounty.gov) who will forward it to you. If you cannot attend, this presentation will be recorded and uploaded to the website.

**IMPORTANT**: Webinar login slots are limited, so please coordinate your agency's staff to gather together and use a single conference phone & computer/projector set-up. This will minimize the number of logins and allow the maximum number of agencies possible to attend.

Hope you can attend!

#### The CP Connection

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